



New Jersey Department of Children and Families Policy Manual

Manual:	NJAC	NJ Administrative Code Excerpts	Effective Date:
Title	10	Human Services	
Chapter	133G	Client Information	5/21/2007
Subchapter:	3	Release Of Client Information To Persons Other Than The Client	
Section	4	Requests for information (N.J.A.C. 10:133G-3.4)	

§10:133G-3.4 Requests for information

(a) Each person making an inquiry or request for client information shall put the request in writing, except as allowed in (d), below.

1. An agency shall make its request on official agency letterhead.
2. An individual person making a request shall include his or her address or telephone number which can be verified.
3. Any person requesting client information shall include a consent form signed by the client or shall indicate the reason he or she needs to know the information.

(b) A Division representative shall determine whether the person requesting the information can receive the information pursuant to statute and to the provisions of this chapter.

(c) No Division employee shall disclose client information over the telephone, including whether or not a person is or was known to the Division, except as authorized in (a) above or (d) below.

(d) When information is urgently needed, the Division representative shall disclose the information after verifying the caller's identity, determining that the caller is authorized to receive the information pursuant to N.J.S.A. 9:6-8.10a or in accordance with N.J.A.C. 10:133G-3.2, and determining that the caller has made a reasonable demonstration of the need to know the information and in consideration of the risk of harm to the child and others.